



Accommodation Officer Information Pack

Thank you for your interest in this post at The Guy Chester Centre. In this pack you will find a job Description and a person specification.

The Guy Chester Centre manages the North Bank Estate, which was bequeathed to the Methodist Church by Guy Chester in 1947. Our main area of work is Chester House, a 159-bed hall of residence, which is home to university and performing arts students, career-starters and international language school students. Chester House provides affordable, supportive and high quality accommodation for young people. Chester House operates 365 days a year, 24 hours a day.

We are looking for someone to join our team and continue that focus by bringing a dynamic, flexible and customer-focused approach to the role.

To apply:

- Send your **CV**
- Download, complete and return the **Application Form**. This gives:
 - information that we will hold on the personnel files
 - information in support of your application that shows clearly how you meet each of the requirements in the Personal Specification.
 - names, addresses, emails and phone numbers of three referees, one of whom should be your current or most recent employer
- Download, complete and return the **Equality & Diversity Monitoring Form**
- To make our life easier, please ensure that each document you email to us contains your name in the file name. For example: JBloggsCV.docx, JBloggsApplicationForm.docx etc.
- Please send all of these documents as an email attachment to jobs@chesterhouse.org.uk
- **Closing date: Monday 18th September 2017 at 5pm.** In order to be fair to all applicants, we will not consider late submissions.
- **Interview date: Tuesday 26th September 2017.** Please ensure that you can be available on that date.

Please note:

This is a residential post. The job holder will live on site.

This post will require an enhanced Disclosure & Barring Service (DBS) check.

Our vacancies are UK-based and applicants from outside the EU will require current and valid permission to work in the UK. All applicants appointed by us are required to produce evidence of eligibility to live and work in the UK.

Job Description

Post title:	Accommodation Officer
Location:	Chester House, Pages Lane, London N10 1PR
Salary:	£26,000 pa
Hours of work:	36 hours per week working within a 24/7/365 rota
Holiday Entitlement:	25 days per year

Accommodation

This is a residential position. A one bedroom property will be provided at the above address.

Purpose of role

The Accommodation Officer is primarily concerned with ensuring that all residents have a great living experience during their stay at Chester House. The main elements to that are community, customer service and facilities. All three aspects are equally important and the Accommodation Officer must provide exceptional customer service to maintain the living experience at the highest level possible in line with our mission, values, budgets and targets. Furthermore, the Accommodation Officer provides support and assistance to our residents and ensures the safety and security of the building for which training is provided.

Definition of Living Experience

Community:

To ensure that all residents are welcomed and receive the hospitality expected of Chester House through the emphasis placed on knowing the residents and excellent customer service.

Customer service:

- Excellent service both face-to-face and administration
- Being proactive - what needs to be done / what's not being done
- Available to provide a listening ear and know where to find guidance and support for a range of issues
- Knowledge of policies and procedures

Facilities:

- Knowledge of building and the facilities provided
- Knowledge and understanding of Health & Safety and Fire Safety (training provided)
- Being proactive through routine checks and keeping areas tidy

Key Responsibilities

1. Ensure all residents and visitors to Chester House feel welcomed and are treated professionally, reflecting the value which we place on hospitality and welcome
2. Together with other members of the team, encourage and build a sense of community amongst all residents
3. Operate the marketing, bookings, communication and invoicing systems
4. Implement the residents' licence, residents' disciplinary and other policies of the Centre in a way which is even handed and fair to all involved
5. Be fully aware of the Centre's safeguarding, dignity & respect, fire, health and safety and maintenance policies & procedures
6. Be able to respond to emergencies and issues ensuring the safety of staff, residents, visitors and the property
7. To work alongside others to ensure the buildings and grounds are properly maintained and kept safe and secure
8. Any other duties as requested by the line manager

Personal Specification

Essential Experience & Skills

- Experience in a customer-facing environment
- Ability to organise and prioritise work and time effectively; paying close attention to detail
- Experience of working within a team
- Ability to deal with emergency situations in a measured and appropriate manner
- Understanding of residents' welfare issues
- Excellent interpersonal skills; a friendly and caring personality
- Ability to be proactive and work with limited direct supervision, while at the same time recognising when matters need to be referred
- Understanding of health & safety
- Willingness to engage in the development of the role
- IT skills (internet, MS office, use of database software)
- Excellent oral and written communication skills
- Ability to work in a dynamic environment
- Willingness to be flexible in work patterns (sometimes at short notice)

Desirable Experience

- Experience of working with young adults (18-30)
- Understanding of social media and awareness of social trends
- Experience of conducting reviews in order to improve service